

# Pts4Chg Reflections: Inspired by “Greg’s Story”

Article by Tracy Wong, Gail MacKean, and Sandi Oelhaupl

## Why this conversation?

In early summer, Sandi and Gail, two members of Patients 4 Change (Pts4Chg), facilitated a conversation about the movie “Falling Through the Cracks: Greg’s Story.” Although few Pts4Chgers had actually seen the film, many individuals felt the topic was important and wanted to participate in a related discussion.



From left to right: Sandi Oelhaupl, Tracy Wong & Gail MacKean.  
*Photo courtesy of Pts4Chg*

## What emerged through the conversation?

The conversation, which occurred in an atmosphere of mutual respect and trust, was free flowing and organic in nature and saw participants and facilitators “thinking out loud” and sharing openly as they reflected on the film and beyond. Below are a few ideas and questions that arose in the discussion:

- Greg’s story was resonant. With respect to healthcare, falling between the cracks is not uncommon. Greg’s experience was not a “one off.”
- People can have similar experiences with the healthcare system but feel very differently about them. As such, patients are not all the same and therefore are not interchangeable cogs in a wheel.
- Let’s not stop at patient-centred but move to person-centred care, which brings in other sectors beyond healthcare. This recognizes the whole person and could result in a person-centered system.
- Should the healthcare system operate from the stance that people will advocate for themselves when required? Why or why not?
- How can one be expected to navigate a system without the energy, resources, etc., to do so?



## Pts4Chg Reflections • 2

- What structures and processes (things) does the system need to put in place to support people to be more involved in their own care?
- What does true collaboration with patients and people look like in healthcare?
- How can the healthcare system work with people to invite them to become part of their own healthcare team?
- In terms of the reality patients often find themselves in, should we be talking about healthcare having a crack, a crevice, or both?
- How many people experience a similar situation to what Greg did as they obtain “healthcare”?
- When it comes to healthcare, what are our rights and what are our responsibilities?
- Why is there a difference in the care, support, and services provided depending on patient type, the condition being addressed, and location one resides?

### Now what?

Should you wish to join in the upcoming Pts4Chg telephone or online conversation where the above issues will be explored more fully, please contact [pts4chg@gmail.com](mailto:pts4chg@gmail.com). The ultimate goal is to seed some ideas for collective action.